

SHBP ENROLLMENT PORTAL: ADP USER GUIDE

ADMIN EXPERIENCE (AGENCIES SENDING AUTOMATED FILES)

Rev. 08/01/2013



The screenshot shows the SHBP Enrollment Portal login page. On the left, there is a collage of diverse people. The main header area includes the SHBP logo and the tagline "MAKING CHOICES that benefit you". Below this, it says "Welcome to the SHBP Enrollment Portal" and provides a link to "Register Here" for users without a username and password. The login section features input fields for "User Name:" and "Password:", with links for "Forgot User ID?" and "Forgot Your Password?". A yellow "LOGIN >" button is positioned below the password field. A note at the bottom of the login section states: "If you are unable to access your account, please contact SHBP Member Services by phone at 800-610-1863." The footer contains the Georgia Department of Community Health logo and a disclaimer about system requirements: "A compatible Web Browser and Adobe Flash Player are required to access the SHBP Enrollment Portal. The minimum supported system requirements are Flash v.10; Windows 7, Vista, XP (SP3) using either Internet Explorer 7, 8, or 9, Chrome 23 or 24, Firefox 17.0 or 18.0, or Apple/Mac OSX 10.6 using Safari 6."

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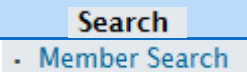
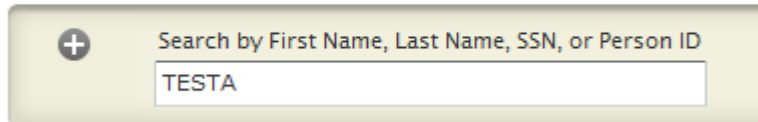
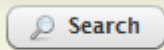
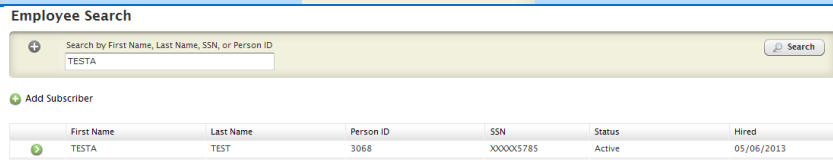
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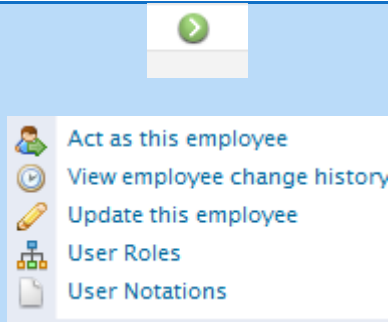
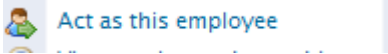
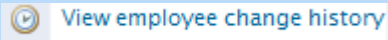
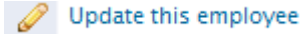


Note: Please ensure that you only have one instance of the SHBP Enrollment Portal site open at one time. Working on multiple instances will cause a system error.

MEMBER SEARCH

Member Search provides a brief overview on the function and types of searches that can be done in the system.

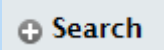
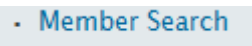
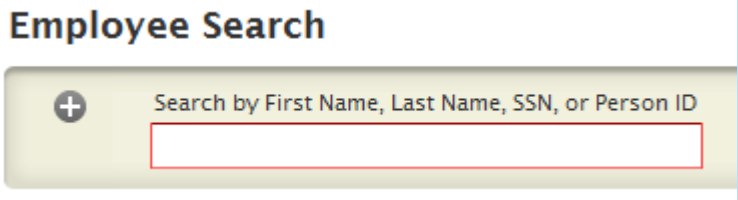

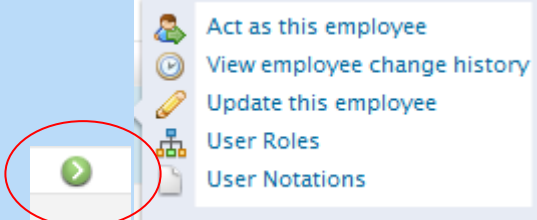
Note: Admins will only have access to the member population their security access has been set to.

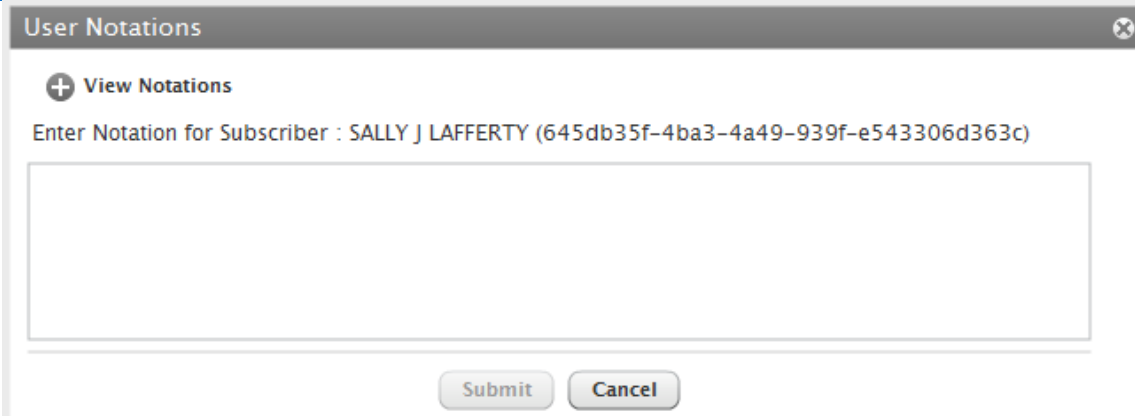
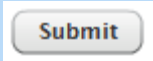
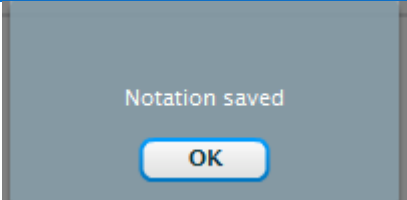
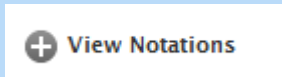



Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the member log on process.
2	Click + next to the Search button to expand.	
3	Choose Member Search .	
4	There are two types of search available: <ul style="list-style-type: none">• Basic Search accepts a full or partial last name (using % as a multi-character wild card, as needed) or a complete Social Security Number (SSN).• Advance Search accepts full or partial first or last names as well as a complete SSN.	
5	Enter member criteria to search.	
6	Click Search .	
7	The search results will display. Please note: Person ID is an ADP assigned number only; no impact to SHBP.	

8	<p>Click the green arrow, and several options will display.</p> <p>Note: User Roles feature will not be seen by all Admins.</p>	
9	<p>Act as this employee returns you to the Welcome page with the notice that you are “Acting as <member name>”. This enables you to:</p> <ul style="list-style-type: none"> - Make elections on behalf of the member - Declare Life Events - Review Current Enrollment and Employee Profile screens 	
10	<p>View employee change history Navigates to the Employee Profile page, from which you can also view the Summary and Timeline pages for this member.</p>	
11	<p>Update this employee Navigates to the Data Sharing Tool which allows updates to add or edit member indicative data.</p>	
12	<p>User Roles Allows security access to be defined for Admins. Only certain SHBP Admins will have this access, although this may be a feature rolled out in the future to additional groups.</p>	
13	<p>User Notations, Allows an Admin to enter notes on a member’s account.</p>	

USER NOTATIONS

The **User Notations** feature allows an Administrator to enter notes on a member's account.


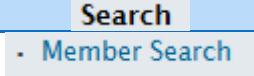
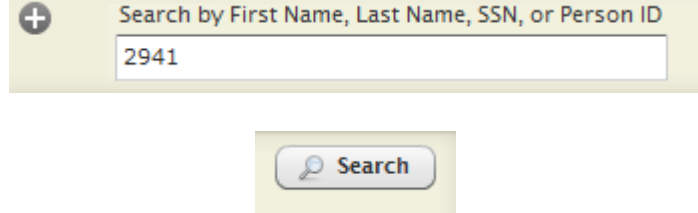




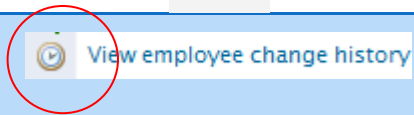
Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the member log on process.
2	Click Search .	
3	Choose Member Search from the drop down box.	
4	Enter the appropriate member details.	
7	The search results will display.	
8	Click the green arrow, and several options will display. Note: The User Roles feature will not be seen by all Admins.	

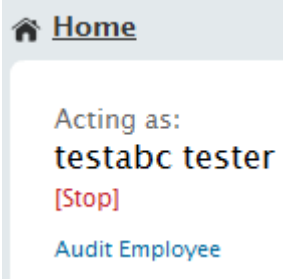
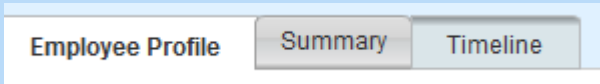
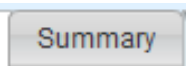
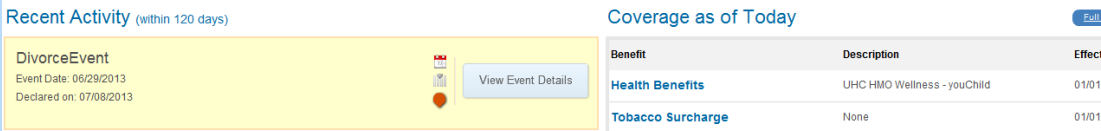
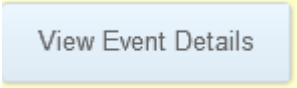
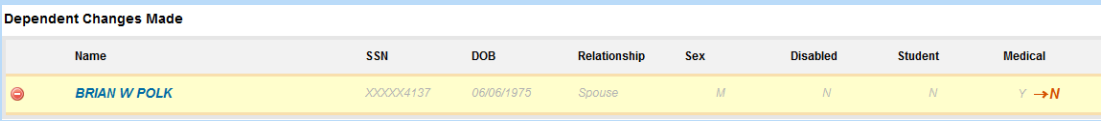
9	Choose User Notations , and enter the notes* desired for the member. *4k Character limitation.									
10	Choose Submit to save comments to the system.									
11	Confirmation of saved notation will appear.									
12	To view historical notes in the system, click View Notations , and expand the icon.									
13	Previous notes will display.	<div>Notation History for BOBBY ZEE (51fe701f-0ba3-4302-a157-d40f9d)</div> <table><thead><tr><th></th><th>Time</th><th>Entered By</th><th>Notation</th></tr></thead><tbody><tr><td></td><td>06/14/2013 04:16:18 PM</td><td>CALLCOUNSEL20</td><td>test message.</td></tr></tbody></table>		Time	Entered By	Notation		06/14/2013 04:16:18 PM	CALLCOUNSEL20	test message.
	Time	Entered By	Notation							
	06/14/2013 04:16:18 PM	CALLCOUNSEL20	test message.							

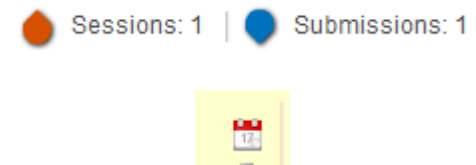
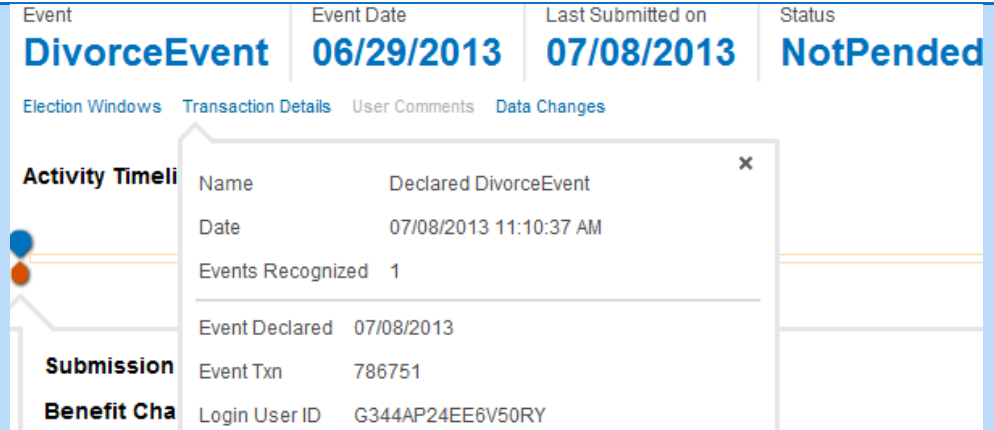
VIEW EMPLOYEE CHANGE HISTORY > AUDIT FEATURE

The **Audit Feature** navigates to the **Employee Profile** page, from which Administrators only also view the **Summary** and **Timeline** pages when acting as a member.

Critical: Only Admins can use **Audit** capabilities.

Steps	Process Flow Instructions	Screen Shot								
1	Log on to the SHBP Enrollment Portal.	See the member log on process.								
2	Click + next to the Search button to expand.									
3	Choose Member Search , and enter the member criteria that you want to review. Click Search .	 Example: 								
4	Search results will display.	Example: <table><tr><th></th><th>First Name</th><th>Last Name</th><th>Person ID</th></tr><tr><td></td><td>testabc</td><td>tester</td><td>2941</td></tr></table>		First Name	Last Name	Person ID		testabc	tester	2941
	First Name	Last Name	Person ID							
	testabc	tester	2941							
5	Click the green arrow.									
6	Choose Option 1 to View employee change history . Click the clock icon, or									

7	<p>Choose Option 2 to View employee change history/Audit</p> <p>On left hand side of the screen, choose Audit Employee.</p>																	
8	<p>Regardless of what option is chosen, the first page that displays is Employee Profile.</p> <p>This will house all of the employee demographic information</p> <p>Note: The Employee Profile is also available to the member from the right-hand navigation bar.</p>																	
9	Click the Summary tab.																	
10	The Summary tab lists recent activity on the left and current benefits and effective dates for the selected member and dependents on the right.	 <table><thead><tr><th>Benefit</th><th>Description</th><th>Effective Date</th></tr></thead><tbody><tr><td>Health Benefits</td><td>UHC HMO Wellness - youChild</td><td>01/01</td></tr><tr><td>Tobacco Surcharge</td><td>None</td><td>01/01</td></tr></tbody></table>	Benefit	Description	Effective Date	Health Benefits	UHC HMO Wellness - youChild	01/01	Tobacco Surcharge	None	01/01							
Benefit	Description	Effective Date																
Health Benefits	UHC HMO Wellness - youChild	01/01																
Tobacco Surcharge	None	01/01																
11	Click View Event Details .																	
12	The View Event Details page opens a new page, and drills down to information about the benefit elections related to the event. (e.g., what the member changed <i>from</i> and then changed <i>to</i>)	 <table><thead><tr><th>Name</th><th>SSN</th><th>DOB</th><th>Relationship</th><th>Sex</th><th>Disabled</th><th>Student</th><th>Medical</th></tr></thead><tbody><tr><td>BRIAN W POLK</td><td>XXXXXX4137</td><td>06/06/1975</td><td>Spouse</td><td>M</td><td>N</td><td>N</td><td>Y → N</td></tr></tbody></table>	Name	SSN	DOB	Relationship	Sex	Disabled	Student	Medical	BRIAN W POLK	XXXXXX4137	06/06/1975	Spouse	M	N	N	Y → N
Name	SSN	DOB	Relationship	Sex	Disabled	Student	Medical											
BRIAN W POLK	XXXXXX4137	06/06/1975	Spouse	M	N	N	Y → N											

13	<p>This page shows all user activity (changes) related to the selected event, even if the user did not complete a benefit election. The colored icons represent the following:</p> <p><i>Red icon</i> — Refers to the number of sessions recorded in the web application, whether or not the election was submitted.</p> <p><i>Blue icon</i> — Refers to activity recorded and then election submitted. This page also includes Data Changes, which shows what benefits were changed by this event, with the change indicated in Before and After columns.</p> <p><i>Calendar</i> – Will take the Admin to the Timeline feature in the Audit screen.</p>	
14	<p>Transaction Details shows what caused the change, such as an event or a file load.</p>	

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Session Details
Shows the amount of time a member is online for specific Qualifying Events.

Session Activity: Confirmed means the member saved their elections.

Session Activity: Canceled without saving means the member went online in an existing/open Qualifying event and did not save the changes after entering the event.

HR Admin - This will show who processed the enrollment. Call Counselor will be the ADP team. If the actual SHBP ADMIN that made the election it will list the HR Admin's name.

Note: When an employee processes their OWN elections the HR Admin will not show in the audit history.

Session Details

Start Timestamp	07/08/2013 11:10:40 AM
End Timestamp	07/08/2013 11:13:38 AM
Session Duration	00:02:58
Session Activity	Confirmed
HR Admin	agravesUAT@adp

Session Activity Canceled without saving

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Data Changes shows what benefits were changed by this event, with the change indicated in Before and After Columns.

Click **Data Changes**.

This will enable an Admin to review quickly the before and after of the specific event saved.

Data Changes

Changes					Show all Event only	✕
Source	Property	Before	After	Date		
Subscriber	benefitEvent	true	false	06/29/2013		
Subscriber	dependent	false	true	06/29/2013		
Medical - MEDICAL-C4	defaultForEvent		false	06/29/2013		
Medical - MEDICAL-C4	eligible	true	false	06/29/2013		
Medical - MEDICAL-C4	offered	true	false	06/29/2013		
Medical - MEDICAL-U4	defaultForEvent		false	06/29/2013		
Medical - MEDICAL-U4	eligible	true	false	06/29/2013		
Medical - MEDICAL-U4	offered	true	false	06/29/2013		
Medical - MEDICAL-U3	defaultForEvent		false	06/29/2013		
Medical - MEDICAL-U3	eligible	true	false	06/29/2013		
Medical - MEDICAL-U3	offered	true	false	06/29/2013		
Medical - MEDICAL-C1	defaultForEvent		false	06/29/2013		
Medical - MEDICAL-C1	eligible	true	false	06/29/2013		
Medical - MEDICAL-C1	offered	true	false	06/29/2013		

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The **Timeline** tab shows coverages as yellow bars, with the overall time determined by how the blue timeline is set at the top. The yellow bars are divided into sections if coverages changed. Clicking a section of yellow line displays the coverage details for the period of time defined by the narrow white lines dividing the yellow bar. The coverages displayed depend on what was checked to the right of **Coverage Timeline as of <date>** in the **Summary** tab.

Coverage Timeline as of:



07/08/2013



View by Event

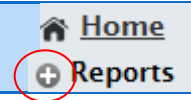

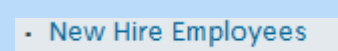
1/1/2013

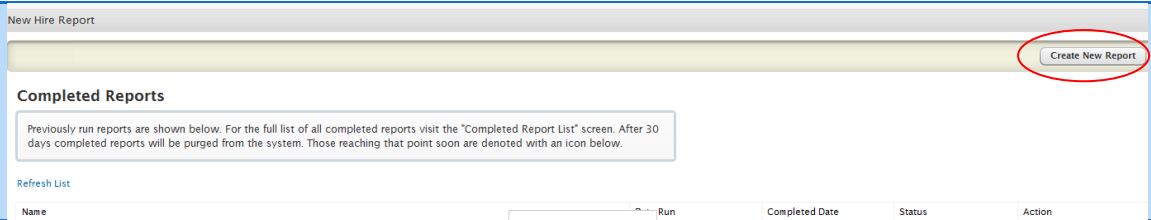
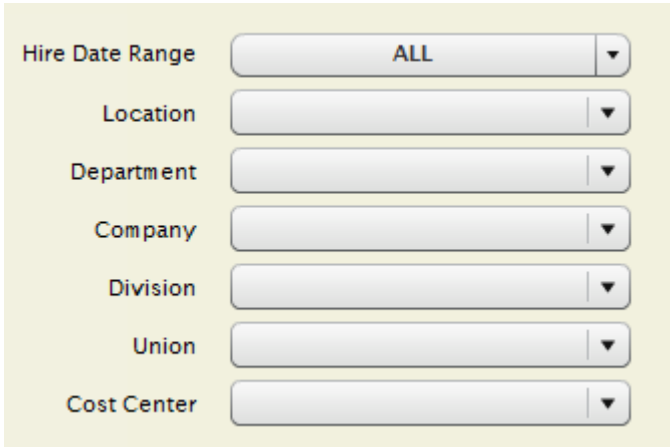
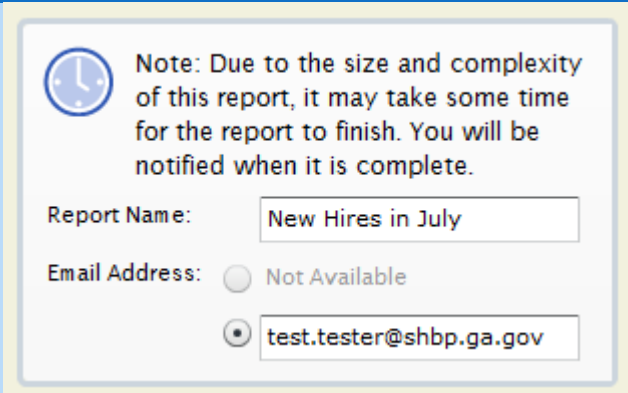
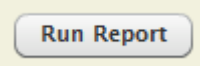
7/8/2013







18	<p>Note: Summary Tab > Default Data Event</p> <p>This event encompasses items that are not defined by specific qualifying events (i.e. Birth, Marriage) but are sent to ADP via the normal Input file or use of Data Sharing Too.</p> <p>Examples of items that do not fall into a Qualifying Event. I.e. Email change, Name Change.</p> <p>Utilize the Data Changes screen to view what changed on the account.</p>	<div data-bbox="961 349 2053 519"><div data-bbox="978 370 1308 399">DefaultDataChangeEvent</div><div data-bbox="978 412 1184 431">Event Date: 01/01/2013</div><div data-bbox="978 446 1197 466">Declared on: 07/04/2013</div><div data-bbox="1745 396 1772 456"> </div><div data-bbox="1801 396 2032 459">View Event Details</div></div>
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REPORTS

An Admin user with the appropriate security access will be able to run reports and view completed reports that they generated; the user cannot see reports generated by other users.

Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the member log on process.
2	On the Home page, click + next to Reports .	
3	List of available reports will display.	
4	To create a new report click on the name of the report and then choose "Create New Report". Screen shot is example.	

		
5	<p>Use the drop down boxes for the information that you would like to search; each report will have specific criteria.</p> <p>Critical: HR ADMINS should use the Cost Center to pull their specific Agency Reports.</p> <p>Note: The HR Admin running the report will only see Cost Centers that they have security access to. However all Locations will list; but reports generate based on the security of the Cost Center.</p>	
6	<p>Put in the name of the report you would like to generate and enter an email in the next box.*</p> <p>*If you have an email on file it will auto-generate.</p> <p>An email will be sent once the report is completed.</p>	
7	<p>Click On “Run Report”.</p> <p>Status of the report will show at the bottom</p>	

	of the screen.	<div>Status</div> <div>SUBMITTED (New)</div>							
<p>Viewing Reports: The system will send an email once the report is generated.</p> <p>Access the OBA system and go back to the report that was just ran. Final report will show under the Action Column.</p>	<table><tr><th>Date Run</th><th>Completed Date</th><th>Status</th><th>Action</th></tr><tr><td>07/08/2013 01:54:40 PM</td><td>07/08/2013 01:55:24 PM</td><td>COMPLETED (New)</td><td></td></tr></table>	Date Run	Completed Date	Status	Action	07/08/2013 01:54:40 PM	07/08/2013 01:55:24 PM	COMPLETED (New)	
Date Run	Completed Date	Status	Action						
07/08/2013 01:54:40 PM	07/08/2013 01:55:24 PM	COMPLETED (New)							
The report can be exported into excel or it can be viewable on the web or if need be can be deleted.	<div><div> Download as Excel</div><div> View Report</div><div> Delete Report</div></div>								

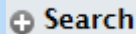
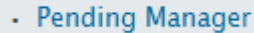
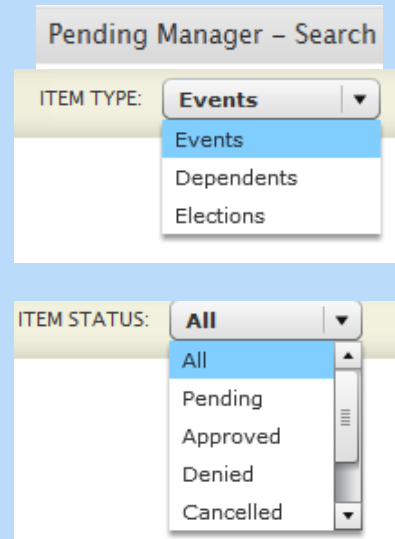
PENDING MANAGER

HR Admin users can use Pending Manager search to do the following:

- Search based on status: Pending, Approved, Denied, Cancelled (or all for the selected pending type)
- Search based on specific member
- View details of the actions in Pending status
- Approve, deny, extend, or make notes about the pending action

From **HR Tools**, you can search for any pending activity based on selection parameters and then act on the pending activity.

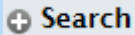
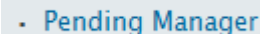

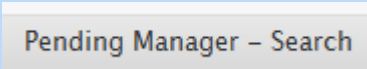
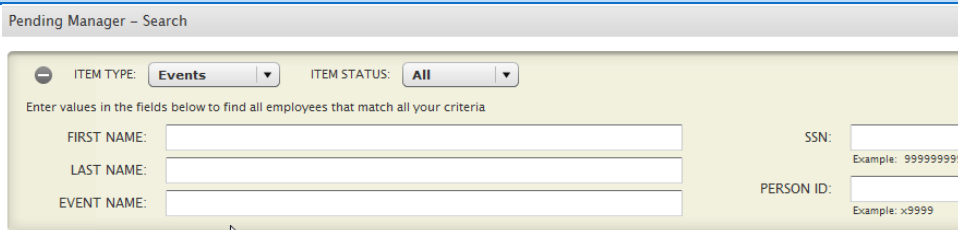
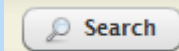
SEARCHING FOR PENDING ACTIVITY VIA STATUS

Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the member log on process.
2	Click Search .	
3	Select Pending Manager in the drop down box.	
4	<p>An HR Admin user can use Pending Manager to search for pending activity based on the following:</p> <ul style="list-style-type: none"> • Item Type of Event, Dependents, or Elections. • Item Status of All, Pending, Approved, Denied, Cancelled, Expired, or Ineligible. <p>As with Member Search, Pending Manager provides both basic and advanced search capabilities including search by subscriber name, SSN, and Person ID, as well as by event name.</p> <p>Note: Election Type does not apply to SHBP. Events and Dependents do.</p>	

5	After choosing the Item Status , select Search .	<div><div><div><div></div><div>Search</div></div></div></div>																								
6	This is an example of Pending Status .	<div><div><div><div></div><div>ITEM TYPE: Dependents</div><div>ITEM STATUS: Pending</div></div></div><div><table><tr><th>Subscriber's Name</th><th>Subscriber's Id</th><th>Event</th><th>Dependent's Name</th><th>Is a Pending Event</th><th>Pending Elections</th><th>Expire Date</th><th>Status</th></tr><tr><td>SUBSCRIBER, SALLY</td><td>908</td><td>Birth</td><td>ryder, wiona</td><td>No</td><td>1</td><td>08/20/2013</td><td>Pending</td></tr><tr><td>SUBSCRIBER, SALLY</td><td>610</td><td>Birth</td><td>subscriber, lulu</td><td>No</td><td>1</td><td>08/20/2013</td><td>Pending</td></tr></table></div></div>	Subscriber's Name	Subscriber's Id	Event	Dependent's Name	Is a Pending Event	Pending Elections	Expire Date	Status	SUBSCRIBER, SALLY	908	Birth	ryder, wiona	No	1	08/20/2013	Pending	SUBSCRIBER, SALLY	610	Birth	subscriber, lulu	No	1	08/20/2013	Pending
Subscriber's Name	Subscriber's Id	Event	Dependent's Name	Is a Pending Event	Pending Elections	Expire Date	Status																			
SUBSCRIBER, SALLY	908	Birth	ryder, wiona	No	1	08/20/2013	Pending																			
SUBSCRIBER, SALLY	610	Birth	subscriber, lulu	No	1	08/20/2013	Pending																			
7	This is an example of Denied Status .	<div><div><div><div></div><div>Pending Manager – Search</div></div></div><div><div><div><div></div><div>ITEM TYPE: Dependents</div><div>ITEM STATUS: Denied</div></div></div><div><table><tr><th>Subscriber's Name</th><th>Subscriber's Id</th><th>Event</th><th>Dependent's Name</th><th>Is a Pending Event</th><th>Pending Elections</th><th>Expire Date</th><th>Status</th></tr><tr><td>COTTINGHAM, SALLY C</td><td>23119</td><td>Birth</td><td>child, tester</td><td>No</td><td>0</td><td>09/01/2013</td><td>Denied</td></tr></table></div></div></div>	Subscriber's Name	Subscriber's Id	Event	Dependent's Name	Is a Pending Event	Pending Elections	Expire Date	Status	COTTINGHAM, SALLY C	23119	Birth	child, tester	No	0	09/01/2013	Denied								
Subscriber's Name	Subscriber's Id	Event	Dependent's Name	Is a Pending Event	Pending Elections	Expire Date	Status																			
COTTINGHAM, SALLY C	23119	Birth	child, tester	No	0	09/01/2013	Denied																			

PENDING MANAGER

SEARCHING FOR PENDING ACTIVITY VIA A SPECIFIC MEMBER

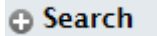
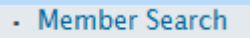
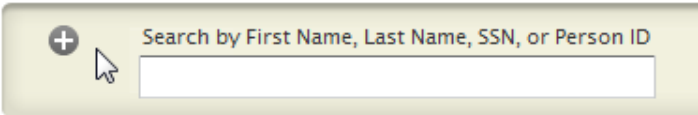
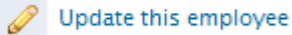

Steps	Process Flow Instructions	Screen Shot																
1	Log on to the SHBP Enrollment Portal.	See the member log on process.																
2	Click Search .																	
3	Select Pending Manager in the drop down box.																	
4	At the Pending Manger- Search screen, choose  .																	
5	This opens a screen for you to enter specific search criteria:																	
6	After entering the data elements, (i.e. member first and last name), click Search .																	
7	Search result display on next screen.	<table><tr><th>Subscriber's Name</th><th>Subscriber's Id</th><th>Event</th><th>Dependent's Name</th><th>Is a Pending Event</th><th>Pending Elections</th><th>Expire Date</th><th>Status</th></tr><tr><td>COTTINGHAM, SALLY C</td><td>23119</td><td>Birth</td><td>child, tester</td><td>No</td><td>0</td><td>09/01/2013</td><td>Denied</td></tr></table>	Subscriber's Name	Subscriber's Id	Event	Dependent's Name	Is a Pending Event	Pending Elections	Expire Date	Status	COTTINGHAM, SALLY C	23119	Birth	child, tester	No	0	09/01/2013	Denied
Subscriber's Name	Subscriber's Id	Event	Dependent's Name	Is a Pending Event	Pending Elections	Expire Date	Status											
COTTINGHAM, SALLY C	23119	Birth	child, tester	No	0	09/01/2013	Denied											

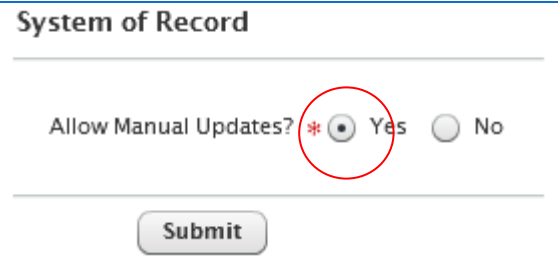

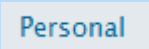
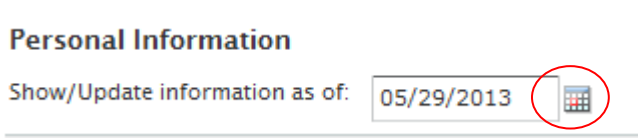
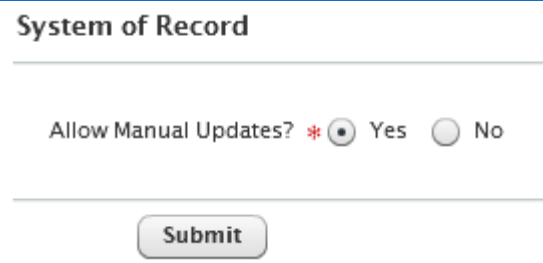
EMPLOYEE INDICATIVE DATA CHANGES: ACTIVE AND RETIRED EMPLOYEES > FOR AGENCIES USING AUTOMATED FILES.

Allows **users with appropriate security level access** to update indicative data (i.e. spelling of name, birth date, address, Social Security Number (SSN) changes) for an active or retired member. **(CRITICAL: Only SHBP Admin User or SHBP IT User)**

Note:

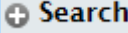
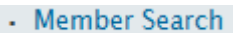
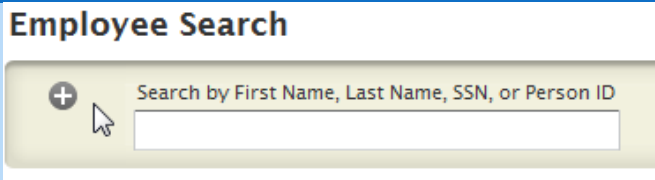

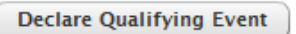

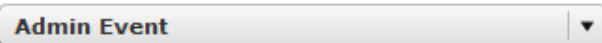

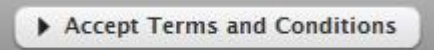


- Agencies who send automated files should continue to make changes via automated files that they do today.
- There may be Admins who can READ the Data Sharing Tool, but cannot WRITE or access to update member data.
- Retirees are able to update their address on their OWN after logging onto the ADP System.

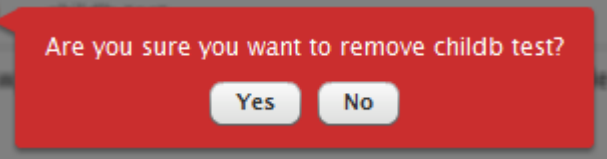

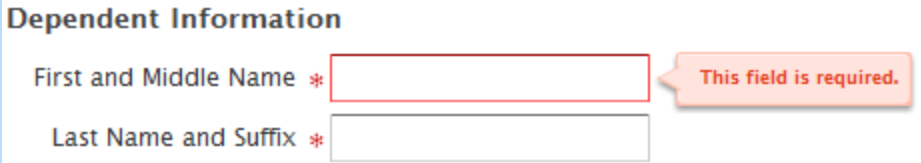

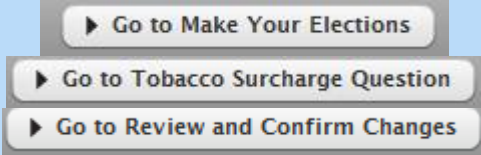

Steps	Process Flow Instructions	Screen Shot
1	Refer agency to follow the normal file process to update member indicative data.	
2	If Data Sharing Tool is the chosen method to update a member's record, log on to the SHBP Enrollment Portal.	
3	Click Search .	
4	Choose Member Search from the drop down box.	
5	Enter the appropriate member details.	
6	Choose Update the employee .	
7	On the left-hand navigation bar, choose System of Record .	

8	<p>Since the Data Sharing Tool is not the system of record, click Yes.</p> <p>This will enable the record to be updated via the Data Sharing Tool.</p>	
9	Choose Submit .	
10	On the Update Subscriber screen, choose Personal .	
11	<p>Enter in appropriate effective date into system using the calendar feature icon.</p> <p>Note: The date cannot be prior to 1/1/13.</p>	
12	<p>The HR Admin making the update must inform the local Agency to update their normal system of records.</p> <p>CRITICAL: If this is not updated, the data changes will be undone.</p>	
13	<p>Go back to the System of Record and choose No to relock the account.</p> <p>Choose Submit.</p> <p>This will set the System of Record back to be 'not manual'.</p>	
	ADP email communication: No ADP email communication.	
	ADP file frequency: Update on SHBP Enrollment Portal is immediate.	

DEPENDENT INDICATIVE DATA CHANGE

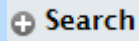
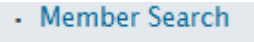
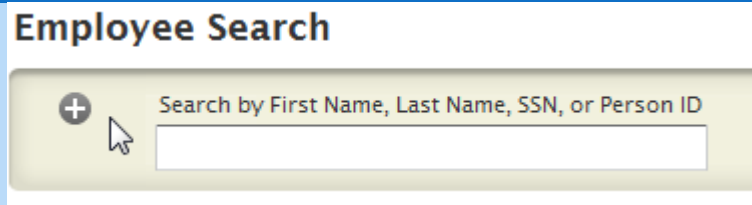

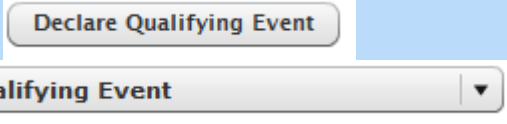
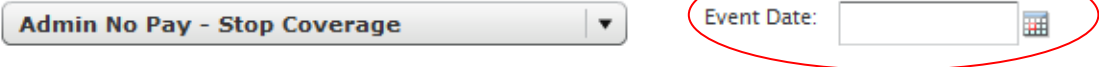

This allows **user with appropriate security level access** to update indicative data (i.e. spelling of name, birth date, SSN changes) on a dependent.


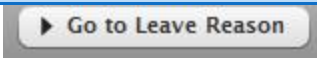
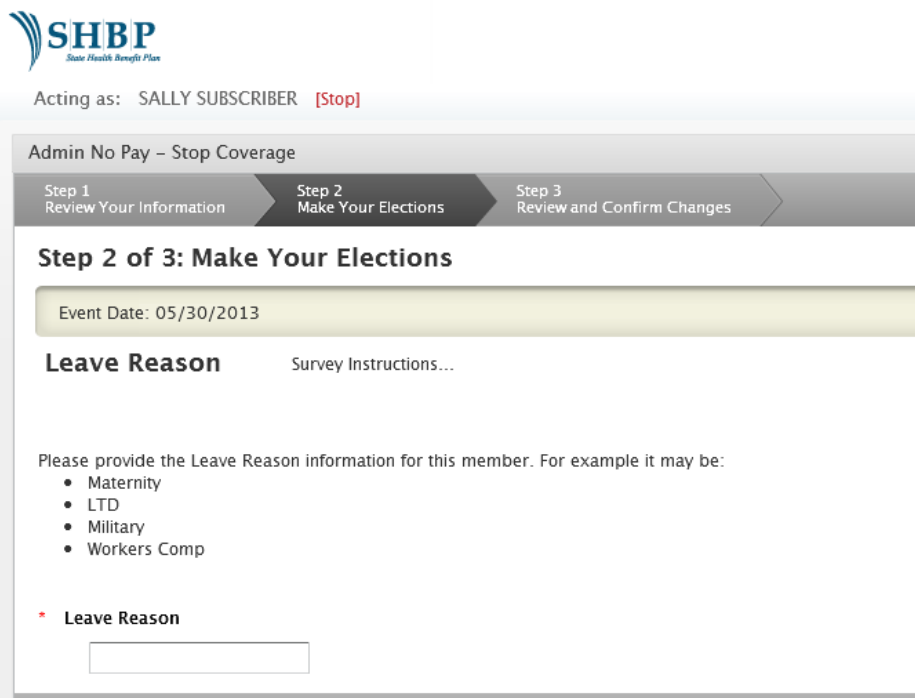
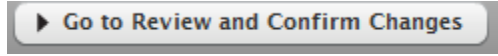
Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the member log on process.
2	Click Search .	
3	Choose Member Search from the drop down box.	
4	Enter the appropriate member details.	
5	Choose Act as this employee .	
6	Declare Qualifying Event as an Admin Event and enter in the appropriate Event Date . Note: If Admin Event is used to make corrections, the dependent will not pend.	   
7	On the Welcome page, click Accept Terms and Conditions .	
8	On the Review Your Information page, click Review Your Dependents .	
9	Select the red circle next to the dependent that requires the indicative data update. This will remove the dependent from the record.	

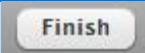
10	Click Yes to confirm the dependent should be removed.	
11	Next, add the dependent back into the system with the appropriate details by clicking Add a Dependent .	
12	The Add Dependent Information screen displays with required fields noted. Verify data entry as complete.	
13	Click Submit at the bottom of the screen.	
14	Move through the following screens and confirm changes. Note: Do not make enrollment changes to medical unless needed.	
15	Complete the enrollment by clicking Finish .	
	ADP email communication: No ADP email communication.	

ADMIN NO PAY –STOP COVERAGE

This allows a user with appropriate security level access to discontinue coverage elections due to non-payment for direct bill. A survey is included so that a user must declare a **Leave Reason** to identify the purpose/intent of why the event was declared.

Steps	Process Flow Instructions	Screen Shot
1	Log on to the SHBP Enrollment Portal.	See the member log on process.
2	Click Search .	
3	Choose Member Search from the drop down box.	
4	Enter the appropriate member details.	
5	Choose Act as this employee .	
6	Click Declare a Qualifying Life Event , and Select Qualifying Event .	
7	Choose Admin No Pay - Stop Coverage , and enter the Event Date . Note: The Event Date should be the first day after coverage ends.	
8	Click Submit .	

9	Review the Current Enrollment screen, and move through the following screens reviewing details on each.	
10	Make necessary enrollment change for health benefits. (i.e., tier level change, drop coverage etc.)	
11	Click Go to Leave Reason .	
12	Answer the survey questions following SHBP guidelines.	
13	After the Leave Reason is entered, click Go to Review and Confirm Changes .	

14	Complete the enrollment by clicking Finish .	
	ADP email communication: No email communication sent. File Timing: Daily changes sent to SHBP.	

LEAVE OF ABSENCE

Leave of Absence is not managed in the Data Sharing Tool or SHBP Enrollment Portal. SHBP Enrollment Portal will never reflect a member on a Leave of Absence status.

STANDARD EMAIL COMMUNICATIONS > CONFIRMATION

Distributed to:	Any member who has a change to their health plan or rates related to a work, qualifying life or system event and has an email address on file.
Frequency:	Email sent immediately <u>after</u> a member saves an election on the SHBP Enrollment Portal.
Email Text:	<p>To: <Employee - Email Address> From: SHBP Member Services Subject: Review your State Health Benefit Plan (SHBP) Confirmation Statement</p> <p>This message confirms a recent change to your SHBP health benefits. You may review your benefits confirmation statement online at the SHBP Enrollment Portal at mySHBPga.adp.com. Your benefit elections will remain in effect through December 31, <current benefit plan year> unless you experience a Qualifying Event. We recommend that you download or print a copy of your elections to retain for your records.</p> <p>Important Reminder: SHBP requires documentation confirming eligibility of dependents and/or a Qualifying Event, such as a marriage or birth certificate. For information about eligibility for coverage, please refer to the State Health Benefit Plan Decision Guide and Summary Plan Description available at www.dch.georgia.gov/shbp.</p> <p>This documentation must be faxed to SHBP's secured fax line at 866-828-4796 within 90 days of the Qualifying Event. Failure to submit proper documentation will result in denial of request and coverage will revert to prior coverage.</p> <p>Questions or need more information? Please contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time</p> <p><i>This is a system generated message. Please do not reply to this email as this mailbox does not accept responses, and your message will not be received. This message was generated because of an event that affects your State Health Benefit Plan coverage. It is your responsibility to contact 800-610-1863 if you have any questions about this email. This email may contain general information about eligibility or enrollment in State Health Benefit Plan coverage. Complete information about eligibility and enrollment is set forth in the Plan Documents for the State Health Benefit Plan, which are posted on www.dch.georgia.gov/shbp. If there is a difference between the language in this email and the language in the Plan Documents with respect to your eligibility or enrollment in the State Health Benefit Plan, state law requires that the</i></p>

	<i>language in the Plan Documents must be followed. If you think this email was sent to the wrong email address, please call 800-610-1863 immediately, and delete this email.</i>
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STANDARD EMAIL COMMUNICATIONS > EVENT WINDOW OPEN

Distributed to:	New Hires
Frequency	Sent immediately when new hire is sent and loaded into the ADP system.
Email Text	<p>To: Employee - Email Address From: SHBP Member Services Subject: Enroll in your State Health Benefit Plan (SHBP) coverage</p> <p>Welcome! Now is the time to enroll in your SHBP coverage.</p> <p>Your health benefits become effective the first of the month following one full calendar month of employment. If your hire date is concurrent with the first of the month, your coverage is effective on the first of the following month. You must enroll by <enrollment window end date>.</p> <p>To enroll in your health benefits, visit the SHBP Enrollment Portal at mySHBPga.adp.com. If you are using the site for the first time, you will be prompted to register and create a User Name and Password.</p> <p>Once logged in, follow the prompts to elect your health benefits and add dependents. Be sure to click FINISH when you are done to confirm your election. Your elections will not be saved until you click FINISH. You will receive an email confirmation that your benefits have been submitted.</p> <p>Important Reminders: Once you confirm your election, you will not be able to discontinue, change or enroll in health benefits until the next Open Enrollment period, unless you experience a Qualifying Event such as marriage, divorce, birth, adoption or change in work status.</p> <p>SHBP requires documentation confirming eligibility of dependents and/or a Qualifying Event, such as a marriage or birth certificate. For information about eligibility for coverage, please refer to the State Health Benefit Plan Decision Guide and Summary Plan Description available at www.dch.georgia.gov/shbp.</p>

	<p>This documentation must be faxed to SHBP’s secured fax line at 866-828-4796 within 90 days of Hire Date. Failure to submit proper documentation will result in denial of request and coverage will revert to prior coverage.</p> <p>Questions or need help?</p> <p>If you have any questions, you may contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time.</p> <p><i>This is a system generated message. Please do not reply to this email as this mailbox does not accept responses, and your message will not be received. This message was generated because of an event that affects your State Health Benefit Plan coverage. It is your responsibility to contact 800-610-1863 if you have any questions about this email. This email may contain general information about eligibility or enrollment in State Health Benefit Plan coverage. Complete information about eligibility and enrollment is set forth in the Plan Documents for the State Health Benefit Plan, which are posted on www.dch.georgia.gov/shbp. If there is a difference between the language in this email and the language in the Plan Documents with respect to your eligibility or enrollment in the State Health Benefit Plan, state law requires that the language in the Plan Documents must be followed. If you think this email was sent to the wrong email address, please call 800-610-1863 immediately, and delete this email.</i></p>
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STANDARD EMAIL COMMUNICATIONS > NEW RETIREE

Email Name	New retiree
Distributed to:	Retirees on their retirement start date
Frequency	Sent immediately when Retirement status is sent and loaded into the ADP system.
Email Text	<p>To: Employee - Email Address</p> <p>From: SHBP Member Services</p> <p>Subject: Review your State Health Benefit Plan (SHBP) coverage</p> <p>Congratulations on your retirement! Now that you have reached your retirement date, you have the opportunity to make changes to your SHBP coverage. As a retiree, you may reduce your coverage tier(s) or discontinue coverage at anytime. However, it is only during the Retiree Option Change Period (ROCP)/Open Enrollment or during a qualifying event that you are able to increase tiers or change options. If you wish to increase tiers or change options, you must do so by <enrollment window end date>.</p> <p>To review or make changes to your health benefits, visit the SHBP Enrollment Portal at mySHBPga.adp.com. If you are using the site for the first time, you will be prompted to register and create a User Name and Password.</p> <p>Once logged in, follow the prompts to elect your health benefits. Be sure to click FINISH when you are done to confirm your election. Your elections will not be saved until you click FINISH. You will receive an email confirmation that your benefits have been submitted.</p> <p>Important Reminders:</p> <p>Once you confirm your election, you will not be able to change health benefits until the next Retiree Option Change period, unless you experience a Qualifying Event such as marriage, divorce, or a loss or gain of your spouse's coverage.</p> <p>SHBP requires documentation confirming eligibility of dependents and/or a Qualifying Event, such as a</p>

	<p>marriage or birth certificate. For information about eligibility for coverage, please refer to the State Health Benefit Plan Decision Guide and Summary Plan Description available at www.dch.georgia.gov/shbp.</p> <p>This documentation must be faxed to SHBP's secured fax line at 866-828-4796 within 90 days of the Qualifying Event. Failure to submit proper documentation will result in denial of request and coverage will revert to prior coverage.</p> <p>Questions or need help?</p> <p>If you have any questions, you may contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time.</p> <p><i>This is a system generated message. Please do not reply to this email as this mailbox does not accept responses, and your message will not be received. This message was generated because of an event that affects your State Health Benefit Plan coverage. It is your responsibility to contact 800-610-1863 if you have any questions about this email. This email may contain general information about eligibility or enrollment in State Health Benefit Plan coverage. Complete information about eligibility and enrollment is set forth in the Plan Documents for the State Health Benefit Plan, which are posted on www.dch.georgia.gov/shbp. If there is a difference between the language in this email and the language in the Plan Documents with respect to your eligibility or enrollment in the State Health Benefit Plan, state law requires that the language in the Plan Documents must be followed. If you think this email was sent to the wrong email address, please call 800-610-1863 immediately, and delete this email.</i></p>
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STANDARD EMAIL COMMUNICATIONS > AGE 65; MEDICARE PART B ENROLL

Distributed to:	Actives and retirees turning age 65 or with covered dependent reaching 65
Frequency:	90 days <u>prior</u> to DOB
Email Text:	<p>To: Employee - Email Address From: SHBP Member Services Subject: Review your State Health Benefit Plan (SHBP) coverage</p> <p>As you may know, your health plan option and premium changes when you or a covered dependent [reach age 65][attain Medicare Part B coverage]. Now is the time to review your new coverage and to make changes, if applicable. If you wish to make any changes, you must do so by <enrollment window end date>.</p> <p>To review or make changes to your health benefits, visit the SHBP Enrollment Portal at mySHBPga.adp.com. If you are using the site for the first time, you will be prompted to register and create a User Name and Password.</p> <p>Once logged in, click ENROLL NOW and follow the prompts to elect your health benefits. Be sure to click FINISH when you are done to confirm your election. Your elections will not be saved until you click FINISH. You will receive an email confirmation that your benefits have been submitted.</p> <p>Important Reminders: Once you confirm your election, you will not be able to change health benefits until the next Retiree Option Change Period, unless you experience a Qualifying Event.</p> <p>Questions or need help? If you have any questions, you may contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time.</p> <p><i>This is a system generated message. Please do not reply to this email as this mailbox does not accept responses, and your message will not be received. This message was generated because of an event that affects your State Health Benefit Plan coverage. It is your responsibility to contact 800-610-1863 if you have any questions about this email. This email may contain general information about eligibility or enrollment in State Health Benefit Plan coverage. Complete information about eligibility and enrollment is set forth in the Plan Documents for the State Health Benefit Plan, which are posted on www.dch.georgia.gov/shbp. If there is a difference between the language in this email and the language in the Plan Documents with respect to your eligibility or enrollment in the State Health Benefit Plan, state law requires that the language in the Plan Documents must be followed. If you think this email was sent to the wrong email address, please call 800-610-1863 immediately, and delete this email.</i></p>

STANDARD EMAIL COMMUNICATIONS > DEPENDENT AGE OUT CONFIRM/REMINDER

Distributed to:	Any employee who has a dependent who will age out (turn 26) in 31 days.
Frequency:	Email is sent 31 days <u>prior</u> to event.
Email Text:	<p>To: <Employee - Email Address> From: SHBP Member Services Subject: Changes to Your State Health Benefit Plan (SHBP)</p> <p>This message confirms an upcoming change to your SHBP health benefits. A dependent currently covered on your State Health Benefit Plan will reach age 26 and will no longer be covered at the end of the month in which the child reaches age 26. If this is the only child under your plan the coverage tier will be change and your premium reduced.</p> <p>If your dependent was disabled prior to their 26 birthday, he/she may be eligible for continuation of coverage under the disabled dependent provision of the Plan. A disabled dependent questionnaire can be downloaded at http://dch.georgia.gov/eligibility-forms within 90 days of the child's loss of coverage under the Plan to request continuation. Your dependent will not have coverage until documentation is received and approved. If coverage is approved it will be updated back to the expiration date. If your tier was change additional premiums will be due and must be submitted before coverage is updated.</p> <p>Your dependent child who does not qualify under the disabled dependent provision may enroll in Temporary Extended Coverage by paying the full cost of coverage under COBRA. You must contact SHBP at 800-610-1863-COBRA Option within 60 days of your dependent's coverage termination to request an application.</p> <p>Important Reminder: For information about eligibility for coverage, please refer to the State Health Benefit Plan Decision Guide and Summary Plan Description available at www.dch.georgia.gov/shbp.</p> <p>Questions or need more information? Please contact us by phone at 800-610-1863 to speak with a representative. Benefit representatives are available to assist you Monday through Friday from 8:30 am to 5:00 pm, Eastern Time.</p> <p><i>This is a system generated message. Please do not reply to this email as this mailbox does not accept responses, and your message will not be received. This message was generated because of an event that affects your State Health Benefit Plan coverage. It is your responsibility to contact 800-610-1863 if you have any questions about this email. This email may contain general information about eligibility or enrollment in State Health Benefit Plan coverage. Complete information about eligibility and enrollment is set forth in the Plan Documents for the State Health Benefit Plan, which are posted on www.dch.georgia.gov/shbp. If there is a difference between the language in this email and the language in the Plan Documents with respect to your eligibility or enrollment in the State Health Benefit Plan, state law requires that the language in the Plan Documents must be followed. If you think this email was sent to the wrong email address, please call 800-610-1863 immediately, and delete this email.</i></p>